

## Directions

- Where would you like to go Sir?
- Do you know the address?
- Is there a particular route you would like me to take?
- I don't know how to get there sir, can you wait one minute while I look it up?
  - Or
- Please wait one minute while I contact my dispatcher.

Guess what? The passenger thinks you have a GPS in your head!

Make sure you know the destination before you start driving.

Make sure you know the route the customer wants to take.

If you do not know how to get there, **ask!**

If the passenger doesn't know, **find out!**

Don't just drive around; the customer will get angry.

Angry customers equal **no tip!**

## Speaking Professionally

- Speak Slowly
- Avoid Slang
- Avoid Foul Language
- Please / Thank You
- Sir / Ma'am
- Phrase things as a request!!
  - "Would you mind."
  - "If it is all right with you"

Many customers come from other parts of the country or other parts of the world. Their English may not be the best, so be considerate.

Speak slowly and repeat if necessary.

Even if the customer speaks English well, slang terms are different from region to region. Be careful, you could offend the customer without knowing it.

**Example:** In England a "fag" is a slang term for a cigarette. In America it is a derogatory term for a homosexual man.

You should never use foul language.

Always say "please" and "thank you."

Use "Sir" or "Ma'am," not "buddy" or "honey."

Always phrase things as a request: "Would you mind if I open the window?" and "If it is alright with you, I will put your luggage in the trunk."

## Dress for Success

Which Driver do you want?



Remember, The Customer can pick any cab!

The rules about clothing in Rule 403 are the minimum expected.

If you really want to make money, and generate tips and repeat customers, you should dress like any other professional person.

A tie is recommended but not required.

Remember, even if you are first on the stand, a customer can pick another taxi.

## Help with the Luggage !!!



This is probably the easiest way to generate a good tip.

Most customers expect to tip for luggage handling.

Don't let the hotel doorman get your tip!

Go around and open the trunk yourself rather than use the button; that way you hand the customer the luggage!

This also prevents the doorman from banging up your rear bumper with luggage marks.

## Credit Cards Tip Better



Would you like to  
leave a tip?



Statistics from other cities show that even after processing expenses, drivers make more on credit card transactions.

When paying in cash, most customers give a 10-15% tip.

The way most machines are set up, the passenger has a choice of 15-20-25%. Most will pick 20%!

## Violence in the Workplace

- Taxi drivers are 60 times more likely to be assaulted at work than the average person.

Gender of Driver	Physical attack	Verbal Abuse	Sexual harassment
Female	45%	73%	73%
Male	46%	87%	14%

You have picked a very dangerous profession.

Read and review.

## Violence by Drivers

- Any act of violence or threatened violence by a driver is cause for immediate license revocation



Don't make the job even more dangerous by picking on each other.

## Robbery and Assault Prevention

- Movie

## Chapter 392 of the Acts of 1930

- Authorizes the Police Commissioner to regulate Hackney Carriages in the City of Boston
- To license "Suitable" persons and vehicles.

Chapter 392 of the Acts of 1930 is the State Law that give the Boston Police Commissioner the authority to regulate the taxi industry in the City.

The law gives the Commissioner very broad powers to make whatever rules he sees fit.



## Rule 403

Hackney Carriage Rules for the  
21<sup>st</sup> Century

Rule 403 was issued August 29, 2008 and is the first complete revision of the rules governing Hackney Carriages since 1950.

You should all be very careful when listening to older drivers tell you what the rules are, many of them have changed!

## **Driver Appearance**



- Neat and Clean
- No Ripped Clothing
- No Offensive
  - Language
  - Images

These are the minimums.

Review and explain.

## **Outer Clothing Not Allowed**



- T-shirts;
- underwear;
- tank tops;
- body shirts;
- swimwear;
- jogging suits or similar types of attire;
- bathing trunks; or
- jogging shorts.

Review and explain.

## Cell Phones

- No Cellphone use while passengers are in the Taxi.

- Exceptions:

- Emergency
- Directions
- Call for Service

Review and explain.

*This means no hand-free also!*

## No Smoking

- No Smoking is allowed in the Taxi.

- No Driver Smoking

- No Passenger Smoking



Review and explain.

## No Discrimination

- Race
  - Religion
  - Gender
  - Disability
  - Sexual Orientation
  - National Origin
  - Location of pick-up or drop-off.
- 
- Automatic 3-day Suspension (FIRST OFFENSE)

Review and explain.

This means you cannot impose **your** religious beliefs on the passenger.

For example some religions prohibit alcohol, you cannot refuse to carry a passenger because they are carrying **closed** containers of alcoholic beverages.

Some religions have negative opinions of dogs, you cannot impose your beliefs and refuse to carry a guide dog or service dog.

## Refusals

- A passenger may NOT be refused merely because they are intoxicated.
- A Refusal Entry on the Waybill shall be an affirmative defense for a refusal complaint
- Driver may ONLY refuse
  - If there is a justifiable fear for his safety.
  - If the passenger has an OPEN container of alcohol
  - If the passenger refuses to stop smoking before entry.



- Automatic 3-day Suspension (FIRST OFFENSE)

***This is the Cardinal Sin!***

Review and explain.



## Partition



- At all times, the **Driver** shall determine, at his discretion, whether to keep the Protective Partition open or closed.

Review and explain.

You do not have to keep the partition open just because the customer requests it.

This is ***your*** choice. ***Safety first!***

## Taxi Stands



- Take proper position in rear of the Hackney Carriage line;
- No Hackney Carriage Driver shall park his car in a double line at a public stand nor shall any Driver park his vehicle in such a manner as to interfere with traffic, vehicular or pedestrian, at any location, at any time;
- Do not overcrowd, crash (break into an existing line of taxicabs) or back on to line;
- Any Hackney Carriage Driver has the right to stop and take position where there is a vacancy;
- The Drivers of all Hackney Carriages shall remain in the immediate vicinity of their vehicle, ready to be hired at once;

Review and explain.

## **Don't get Cheated!!**



- Two consecutive 12-hour shifts must be charged at the 24-hour shift rate
- 7 consecutive 24-hour shifts must be charged at the Weekly shift rate
- The owner **MUST** give you an immediate receipt for every transaction

Review and explain.

Working 7 12-hour nights shifts in a row is not consecutive.

## **Yearly Shift Rental**



- \$520 per year Annual Premium
  - Only if 1 year written contract with weekly payments

Review and explain.

Review and explain.

## **Owner Receipts**

+ Owner must give Driver an IMMEDIATE receipt for every transaction.

Review and explain.

## **Lost Time 12 & 24 Hour Shifts**

- +
  - Time lost in excess of one hour on 12 and 24 hour shifts, to maintenance, repair, cleaning, or administration shall be refunded to the Hackney Carriage Driver at the rate of \$8.00 per hour.
  - Time lost in excess of one (1) hour on 12 and 24 hour shifts due to Owner, Manager or Lessee misconduct shall be refunded to the Hackney Carriage Driver at the rate of \$28.00 per hour for a maximum of up to sixteen (16) hours per twenty-four (24) hour period.

## Retaliation Clause



- No Medallion Owner (or Lessee in a Medallion-only lease) may retaliate in any way against a Hackney Carriage Driver for disclosing, reporting, or testifying about any violation of any regulation or law. Any violation of this section shall result in revocation of the Medallion.

## Logan Airport

